



# First Impressions: Roles

Our mission is to demonstrate the love of Christ through the way we meet, greet, and treat our guests. We want everyone who attends our church to know, "We're glad they're here!"

*All Volunteers: Please arrive 30 minutes prior to service times. Check to make sure the Guest Info and Resources tables are set up properly, and pick up your lanyard from the cart. Get ready to serve with a smile!*

## Greeters

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**Primary Role:** Creating a warm and welcoming environment. As the face of River Valley you are the initial contact which will set the tone for our guests' entire church experience.

- Greeters may work near the parking area, front entrance doors, or worship entrance (passing out bulletins).
- Greet everyone with a smile and "We're glad you are here."
- Shake hands when possible and remember to make eye-contact.

## Hosts/Floaters

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**Primary Role:** Identify and engage in conversation with guests and isolated people; create a warm environment of belonging; offer direction/guidance.

- Direct visitors to the guest table and encourage them to fill out Welcome cards (follow up and assimilation can not happen without receiving their contact info).
- Escort guests based on needs. (For example, do they have kids? Escort them to the appropriate children's area.)

## Guest/Resources Tables

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**Primary Role:** Connecting guests with Christ and River Valley. Getting and giving information.

- Get information (encourage them to fill out Welcome cards at Guest Table).
- Answer questions or direct to an appropriate leader or volunteer
- Give out materials (guest gifts, info CD, pamphlets, small groups, etc.)
- Direct tithes and offerings to the black box near the door.
- Place completed welcome cards in the black box marked RVCF on the Welcome table.
- Place prayer requests in the small black chest on the Resources table.

